

Supervisory Operations Researcher Director

DEPARTMENT OF HOMELAND SECURITY

Customs and Border Protection

Planning, Analysis and Requirements Evaluation Directorate

Overview

Open & closing dates

🕒 03/06/2017 to 03/08/2017

Salary

\$131,767 to \$161,900 per year

Pay scale & grade

GS 15

Work schedule

Full-Time - Full Time

Appointment type

Permanent

Locations

1 vacancy in the following location:

Washington DC, DC

1 vacancy

Relocation expenses reimbursed

No

This job is open to



Federal employees

Current or former competitive service employees, including:

- Merit promotion
- Career Transition (CTAP, ICTAP, RPL)
- Transfer



Veterans

Announcement number

IHC-1915883-RSE-MP

Control number

464435000

Duties

Summary

DHS components work collectively to prevent terrorism, secure borders, enforce and administer immigration laws, safeguard cyberspace and ensure resilience to disasters. The vitality and magnitude of this mission is achieved by a diverse workforce spanning hundreds of occupations. Make an impact; join DHS.

Discover a challenging and rewarding career with the U.S. Customs and Border Protection (CBP), the sole organization responsible for securing the nation's borders. At CBP, we:

- Secure and facilitate trade and travel while enforcing hundreds of U.S. regulations, including immigration and drug laws
- Seize illegal narcotics, vehicles, and agricultural products
- Prevent unauthorized entry into the country
- Rescue individuals who fall into dangerous conditions traversing our border

For more information about CBP's mission, activities, and careers, please visit our website at: <http://www.cbp.gov/>
(<http://www.cbp.gov/>)

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Who May Apply: Status Candidates which include:

- Current federal employees with competitive status; Former federal employees with reinstatement eligibility;

http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm
(http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm)

Organizational Location: This position is with the Department of Homeland Security, U.S. Customs and Border Protection, Planning, Analysis and Requirements Evaluation Directorate located in Washington, DC.

Note: One or more selections may be made using this job opportunity announcement.

Responsibilities

- Directing and overseeing a broad range of operations research analyses assignments entailing unique problems, creativity, and innovative uses of techniques, advanced approaches, and new technologies;
- Serving as a Subject Matter Expert (SME) on analytic, modeling & simulation programs, social science methodology and research practices to influence policy among key CBP stakeholders;
- Providing technical guidance, advisory support, and assistance on entire project and major phases for broad and varied operations; and

- Consulting with program/research owners and managers client relationships, including but not limited to defining research requirements in terms of CBP goals and objectives, providing guidance to stakeholders regarding appropriate research goals, and creating and delivering presentations to stakeholders regarding analytic findings that are appropriate for non-scientific audience.

Travel Required

Not required

Supervisory status

Yes

Promotion Potential

15

Who May Apply

This job is open to...

Status Candidates (Merit Promotion and VEOA Eligibles)

Questions? This job is open to 2 groups.

Job family (Series)

[1515 Operations Research](https://www.usajobs.gov/Search/?i=1515)
(<https://www.usajobs.gov/Search/?i=1515>)

Requirements

Conditions Of Employment

- You must be a U.S. citizen to apply for this position
- You must successfully pass a background investigation
- Selective Service registration
- Residency requirement

Background Investigation: U.S. Customs and Border Protection (CBP) is a federal law enforcement agency that requires all applicants to undergo a thorough background investigation prior to employment in order to promote the agency's core values of vigilance, service to country and integrity. During the screening and/or background investigation process, you will be asked questions regarding any felony criminal convictions or current felony charges, the use of illegal drugs (i.e., marijuana, cocaine, heroin, LSD, methamphetamines, ecstasy) and the use of non-prescribed controlled substances including any experimentation, possession, sale, receipt, manufacture, cultivation, production, transfer, shipping, trafficking, or distribution of controlled substances. A polygraph examination may be required.

The qualifications listed above must be met by Wednesday, March 08, 2017 and are subject to verification at any stage of the application process.

Qualifications

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

Basic Requirements:

A. Degree: in operations research; or at least 24 semester hours in a combination of operations research, mathematics, probability, statistics, mathematical logic, science, or subject-matter courses requiring substantial competence in college-level mathematics or statistics. At least 3 of the 24 semester hours must have been in calculus.

Additional courses acceptable for qualifying for operations research positions may have been taken in departments other than Operations Research, e.g., Engineering (usually Industrial Engineering), Science, Economics, Mathematics, Statistics, or Management Science.

TRANSCRIPTS ARE REQUIRED. FAILURE TO PROVIDE TRANSCRIPTS WILL RESULT IN LOSS OF CONSIDERATION.

AND

You qualify for the GS-15 level if you possess one year of specialized experience at the GS-14 level or equivalent performing duties such as:

- Using advanced concepts of operations research, statistics, and scientific methods and techniques to identify and solve a variety of complex challenges and problems; and
- Advising and developing strategies on measurement of the design, development, maintenance and enhancement of large-scale advanced projects.

Competencies: In addition, the following required competencies must be addressed in your resume:

Leading Others

Inspires, motivates, and guides others toward goal accomplishment; ensures that staff members are appropriately selected, utilized, and appraised; develops others through coaching and mentoring; identifies and takes steps to prevent situations that could result in unpleasant confrontations; manages and resolves conflicts and disagreements in a positive and constructive manner; identifies training needs; provides constructive reinforcement; coaches others on how to perform tasks; acts as a source of information.

Team Building

Consistently develops and sustains cooperative working relationships in all aspects of the job; encourages and facilitates cooperation within the agency and between the agency and other organizations; fosters commitment, pride, trust, and group identity.

Performance and Results Management

Takes steps to achieve quality end products; is committed to continuous improvement; ensures that effective controls are in place; holds self and others accountable for meeting expectations; coordinates with other parts of the organization to accomplish goals; develops short and long-range plans that are realistic and appropriately comprehensive; includes contingency plans, as appropriate; monitors and evaluates plans; determines material and human resource requirements and ensures that needed resources are available; focuses on results and on measuring attainment of outcomes.

Decision Making and Problem Solving

Identifies and analyzes problems; distinguishes between relevant and irrelevant information to make logical judgments; provides solutions to individual and organizational problems; draws correct inferences from available information to make sound and well-informed decisions.

Creativity and Innovation

Develops insights into situations and applies innovative solutions to make organizational improvements; creates a synthesis of information from many sources; designs and implements new or cutting-edge programs and processes.

Technical Credibility

Has mastery of the technical knowledge required to perform the job and the jobs of those supervised; knows where to find key information that does not need to be memorized; understands near-term and long-range plans and determines how best to run the program to achieve organizational goals.

Time-in-Grade: Current Federal employees must have served 52 weeks at the next lower grade or equivalent grade band in the Federal service.

Education

Additional information

Upon selection, candidates will be required to undergo, and must successfully pass, a Public Trust background investigation for placement into this position. For more information, please see <https://www.cbp.gov/careers/join-cbp/which-career/apply/background-investigation>
(<https://www.cbp.gov/careers/join-cbp/which-career/apply/background-investigation>)

Bargaining Unit: This position is not covered under the bargaining unit.

Drug Testing Requirements: This is a drug testing designated position. You must complete and pass a drug test as a condition of employment. Employees are subject to drug testing in compliance with the Agency's Drug-Free Workplace Program.

Probationary Period: All employees new to the Federal government must serve a one year probationary period during the first year of his/her initial permanent Federal appointment to determine fitness for continued employment. Current and former Federal employees may also be required to serve or complete a probationary period.

Supervisory Probationary Period: The Civil Service Reform Act requires first time supervisors and/or managers to serve an 18 month probationary period. You may also be required to complete an appropriate supervisory training course within 90 days of assignment to this position. Most training occurs in Harpers Ferry, West Virginia and requires overnight extended stay.

Financial Disclosure: The applicant selected for this position will be required to file a new entrant OGE Form 450 Confidential Financial Disclosure Report not later than 30 days after assuming this position, and on an annual basis thereafter while encumbering this position. If, however, the applicant has, within 30 days prior to assuming this position, left another position for which the filing of an OGE Form 450 is required and has previously satisfied the reporting requirements applicable to that former position, no new entrant OGE Form 450 shall be required. 5 C.F.R. Section 2634.903.

Residency: If you are not currently a CBP employee, you must meet one or more of the following primary residency criteria for the last three years prior to applying to this announcement:

1. Resided in the United States or its protectorate or territories (excluding short trips abroad, such as vacations);
2. Worked for the United States government as an employee overseas in a Federal or military capacity; or
3. Have been a dependent of a United States Federal or military employee serving overseas.

Exceptions may be granted to applicants if they can provide complete stateside coverage information required to make a suitability/security determination. Examples include: the stateside addresses of anyone who worked or studied with the applicant while overseas; the company headquarters where the applicant's personnel file is located; professor(s) in charge of the applicant's "Study Abroad" program or; church records for the applicant's overseas church missions. Applicants must provide this information with their application for employment.

CBP uses E-Verify, an Internet-based system, to confirm the eligibility of all newly hired employees to work in the United States. Learn more about E-Verify here, <http://www.uscis.gov/e-verify>
(<http://www.uscis.gov/e-verify>), including your rights and responsibilities.

Every individual receives a fair opportunity throughout the Federal recruitment and hiring process. To learn more, click on the link https://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf
(https://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf)

How You Will Be Evaluated

You will be evaluated on the quality and extent of your resume that addresses the general and technical competencies, selective placement factor (if applicable), accomplishments, experience and education. A rating official or panel will evaluate your application package and determine the best qualified candidates. The selecting official may interview one or all candidates referred as best qualified.

Background checks and security clearance

Security clearance

Not Applicable

[\(https://www.usajobs.gov/Help/faq/job-announcement/security-clearances/\)](https://www.usajobs.gov/Help/faq/job-announcement/security-clearances/)

Required Documents

- **Your resume:** A resume detailing your job-related qualifications is required and must be in English. It should contain each position, title, grade (if Federal), your duties, accomplishments, the dates you held each position, and your work schedule and salary so we may best assess your qualifications.
- **Your responses to the [View Occupational Questionnaire](https://ApplicationManager.gov/Questionnaire.aspx?ID=5989749&PreviewType=Questionnaire)**
(<https://ApplicationManager.gov/Questionnaire.aspx?ID=5989749&PreviewType=Questionnaire>)
- **Are you a current or former Federal employee?** Please submit a copy of your most recent SF-50, Notification of Personnel Action. Your SF-50 should show your competitive status: Tenure 1 or 2 in Block 24 and Position Occupied 1 in Block 34. The SF-50 should also reflect the highest grade held on a permanent basis or the full performance level of your current position, whichever is higher. Current CBP employees are not required to submit an SF-50.
- **Transcripts:** Please submit a copy of your college transcripts (unofficial is acceptable). Education must be from an institution accredited by an agency recognized by the U.S. Department of Education. Education obtained from a foreign university or college is not creditable unless it has been evaluated by an organization that specializes in interpretation of education credentials. For a listing of accrediting agencies, please see <http://www.naces.org/members.htm>
(<http://www.naces.org/members.htm>)
. If selected, official transcripts are required.
- **Are you a veteran?** *If you are applying under a special veteran appointing authority, you must submit a DD 214 (Member Copy 4--reflecting qualifying medal(s) or service period) and a VA Disability Award letter dated 1991 or later (if applicable). Current federal employees applying under the VEOA authority must submit a qualifying SF-50B to show they meet time-in-grade requirements. If you are currently serving on active duty, you must submit a written statement from the armed forces certifying your dates of service and your rank. If you apply with a written statement at this stage, your preference will be verified by a DD 214 (Member Copy 4) upon separation from the military. Veterans preference points are not applicable to Merit Promotion announcements; veterans documentation is required only to verify eligibility. To learn more click on the link <http://www.fedshirevets.gov/job/vetpref/index.aspx>
(<http://www.fedshirevets.gov/job/vetpref/index.aspx>)*
- *You may be asked to provide a copy of your recent performance appraisal and/or incentive awards. Consideration will be given to performance appraisals and incentive awards as an indicator of quality of prior experience, no points will be assigned.*
- **Are you applying under a Special Veteran Appointing Authority?** Please submit Member Copy 4 of your DD 214 showing the dates you served, your discharge type, and the campaign badges or expeditionary medals you earned and a VA Disability Award Letter dated 1991 or later (if applicable). Current Federal employees applying under the VEOA authority must submit a qualifying SF-50 to show they meet time-in-grade requirements. If you are currently serving on active duty, you must submit a statement of service from your unit identifying the branch of service, period(s) of service, campaign badges or expeditionary medals earned, and the date you will be separated or on approved terminal leave. If selected for this position, your preference will be verified using your separation DD 214, as described above. Veterans preference points are not applicable to Merit Promotion announcements; veterans documentation is requested only to verify eligibility.
- **Are you claiming special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP)?** You must submit a separation notice; your most recent SF-50B (noting your current position, grade level and duty location); a current (or last) performance rating of record of at least fully successful or equivalent; an agency certification that you cannot be

placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a Military Department of National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456.

If you are relying on your education to meet qualification requirements:

You **MUST** submit a copy of your transcript if you want to substitute your education for experience. If you claim qualifications based on education, and do not submit a transcript, your education will not be used in making a qualification determination and you may be found "**not qualified**".

Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications. Therefore, provide only the attendance and/or degrees from [schools accredited by accrediting institutions recognized by the U.S. Department of Education](http://www.ed.gov/admins/finaid/accred/). (<http://www.ed.gov/admins/finaid/accred/>)

Failure to provide all of the required information as stated in this vacancy announcement may result in an ineligible rating or may affect the overall rating.

Benefits

A career with the U.S. Government provides employees with a comprehensive benefits package. As a federal employee, you and your family will have access to a range of benefits that are designed to make your federal career very rewarding.

- [Benefits for federal employees](https://www.usa.gov/benefits-for-federal-employees#item-36407)
(<https://www.usa.gov/benefits-for-federal-employees#item-36407>)
- [Healthcare insurance](https://www.opm.gov/healthcare-insurance/)
(<https://www.opm.gov/healthcare-insurance/>)
- [Pay and leave](https://www.usajobs.gov/Help/working-in-government/pay-and-leave/)
(<https://www.usajobs.gov/Help/working-in-government/pay-and-leave/>)

DHS offers competitive starting salaries and an attractive benefits package, including: health, vision, dental, life and long-term care insurance, Thrift Savings Plan (similar to a 401(k)), Flexible Spending Account, retirement plan, Employee Assistance Program, personal leave days and paid federal holidays. Other benefits may include: flexible work schedules, telework, tuition reimbursement, transportation subsidies, uniform allowance, health and wellness programs, and fitness centers. DHS is committed to employee development and offers a variety of employee training and development opportunities. For more information, please go to www.dhs.gov/careers (<http://www.dhs.gov/careers>) and select "Benefits".

Eligibility for benefits depends on the type of position you hold and whether your position is full-time, part-time, or intermittent. Contact the hiring agency for more information on the specific benefits offered.

How to Apply

To begin your online application, click the "**Apply Online**" button and follow the prompts to register or sign into Application Manager. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials must be submitted by 11:59 p.m. Eastern Standard Time on Wednesday, March 08, 2017

You are not required to submit official documentation as part of your application package. However, if selected, you must provide the required official documentation prior to appointment.

We strongly encourage you to apply online. If you cannot apply online, you may FAX your résumé, assessment questionnaire, and supporting documents to (478) 757-3144. You must print a copy of and document your responses to the assessment questionnaire [View Occupational Questionnaire](https://ApplicationManager.gov/Questionnaire.aspx?ID=5989749&PreviewType=Questionnaire) (<https://ApplicationManager.gov/Questionnaire.aspx?ID=5989749&PreviewType=Questionnaire>) using OPM Form 1203-FX http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf (http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf)

If any part of your application is not received, it will be evaluated solely on the information available.

Agency contact information

 Indianapolis Hiring Center

Phone

[\(317\)715-3000](tel:(317)715-3000)
([tel:\(317\)715-3000](tel:(317)715-3000))

Email

CUSTOMERRESPONSE@CBP.DHS.GOV
(<mailto:CUSTOMERRESPONSE@CBP.DHS.GOV>)

Address

CBP Indianapolis Hiring Center
6650 Telecom Drive
Suite 100
Indianapolis, IN

[Learn more about this agency](#)
([#agency-modal-trigger](#))

Do you desire to protect American interests and secure our Nation while building a meaningful and rewarding career? If so, the Department of Homeland Security (DHS) is calling.

Next steps

It is your responsibility to verify that all information entered, uploaded, or faxed (e.g., resume, veterans documentation, completed assessment, and/or SF-50's) is received and accurate. Human Resources will not modify or change any part of your application. If a document is not in a legible format, you will not be able to view it in Application Manager and you must again upload or fax the documentation by the closing date of this announcement.

Applications and supporting documentation will not be accepted by mail or e-mail. The address below is for inquiries only. If you are unable to apply online, please contact the Hiring Center listed at the end of this job announcement at least two days prior to the closing date. You may apply more than once; however, only your most recent application will be used

Once you submit your application, we will assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and interviews. We will notify you by e-mail after each of these steps has been completed. Your status will also be updated on USAJOBS throughout the process. To check your status, log on to your USAJOBS account, click on "Application Status", and then click "More Information". We expect to make a final job offer within 90 days after the deadline for applications.

For more information on applying for Federal employment, please click [here](http://www.opm.gov/faqs/topic/employment/index.aspx?cid=5d9058d6-78fb-42a2-9d2a-9d14c22982f0) (<http://www.opm.gov/faqs/topic/employment/index.aspx?cid=5d9058d6-78fb-42a2-9d2a-9d14c22982f0>)

Follow U.S. Customs and Border Protection on Twitter [@CustomsBorder](https://twitter.com/#!/customsborder) (<https://twitter.com/#!/customsborder>)

Fair & Transparent

The Federal hiring process is setup to be fair and transparent. Please read the following guidance.

Equal Employment Opportunity Policy

The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy And gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

- [Equal Employment Opportunity \(EEO\) office at OPM](https://www.opm.gov/about-us/our-people-organization/support-functions/equal-employment-opportunity/)
(<https://www.opm.gov/about-us/our-people-organization/support-functions/equal-employment-opportunity/>)
- [Office of Equal Opportunity](http://www.eeoc.gov/eeoc/internal_eeo/index.cfm)
(http://www.eeoc.gov/eeoc/internal_eeo/index.cfm)

Reasonable Accommodation Policy

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application and hiring process should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a Case-by-Case basis.

A reasonable accommodation is any change in the workplace or the way things are customarily done that provides an equal employment opportunity to an individual with a disability. Under the Rehabilitation Act of 1973 the Equal Employment Opportunity Commission (EEOC) must provide reasonable accommodations:

- An applicant with a disability needs an accommodation to have an equal opportunity to apply for a job.
- An employee with a disability needs an accommodation to perform the essential job duties or to gain access to the workplace.
- An employee with a disability needs an accommodation to receive equal access to benefits, such as details, training, and office-sponsored events.
- [Disability Employment - Reasonable Accommodations](https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/)
(<https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/>)
- [How to contact an agency](https://www.usajobs.gov/Help/how-to/application/agency/contact/)
(<https://www.usajobs.gov/Help/how-to/application/agency/contact/>)

Legal and regulatory guidance

[Financial suitability](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/financial-suitability/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/financial-suitability/>)

[Social security number request](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/social-security-number/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/social-security-number/>)

[Privacy Act](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/privacy-act/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/privacy-act/>)

[Signature & False statements](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/signature-false-statements/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/signature-false-statements/>)

[Selective Service](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/selective-service/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/selective-service/>)

[New employee probationary period](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/probationary-period/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/probationary-period/>)